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# Change Management

## Checklist

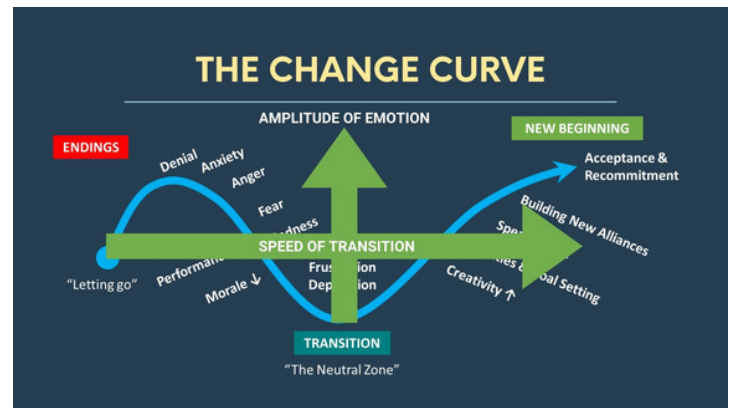
"You don't lead by hitting people over the head, that's assault, not leadership." - Dwight D. Eisenhower

### DEFINE AND IDENTIFY

- Define the change
- Describe the vision. What is the ideal outcome?
- Why is the change necessary?
- What is the scope and scale of this change? Who and what will it effect?



### REMEMBER THE CURVE



Everyone goes through this change management curve. Remember that as a leader you will continually be further along the curve than the rest of your team. Every team member including yourself will work through this change curve at their own speed and amplitude of emotions.

### DEVELOP A PLAN

- Outline key steps, checkpoints and timelines
- Define roles and responsibilities
- Determine stakeholder involvement, roles, and concerns.



### COMMUNICATE!


- Create a communication plan and implement it!
- Ensure continuous, timely, and accurate communications
- Be sure to address concerns, questions and take feedback. People want to know they have been heard and taken seriously.

# TRAINING AND SUPPORT



- Assess team and individual needs. Is training required? Where, when, and how?
- Have resources and extra support where needed

# IMPLEMENT THE PLAN

- Breakdown the change into measurable parts (See Above) 
- Be ready for setbacks, have alternatives and contingency plans prepared
- Have resources and support at the ready

# MEASURE PROGRESS

- Establish metrics and checkpoints
- Regularly review and assess progress. Look for sticking points
- Make adjustments as necessary



# ADDRESS RESISTANCE

- Identify pain points and address them immediately
- Engage with resisters and acknowledge their issues. Be there to listen not change their mind.
- Provide support, consistency and reassurance to those who are struggling

# CELEBRATE YOUR SUCCESSES

- Look For anything to celebrate no matter how small
- Celebrate milestones and goals reached. Also celebrate the untangling of issues and challenges overcome



# ADDITIONAL TIPS

## Leadership Involvement:

Ensure that leaders are visibly involved and committed to the change.

## Feedback Loops:

Create mechanisms for collecting and acting on feedback throughout the process.

## Flexibility:

Be prepared to adapt the plan as needed based on real-time insights and challenges.